POLLUTION PREVENTION HOTLINE SCRIPT
PHONE NUMBER 458-8945

Main Menu

Hello, welcome to the City of Santa Monica's Pollution Prevention Hotline. If this is a life-threatening emergency, please hang up and dial 911

If you are reporting a non-life threatening situation that requires immediate emergency response, press 0 to reach the Fire Department

If this call is not an emergency, please listen to the following menu choices that will connect you to the office that can best assist you

To report a non-emergency situation, press 1 for the report menu (1=Report Menu)
To get information on a specific environmental program, press 2 for the information menu (2=Info Menu)
Press the pound key at any time to return to the previous menu.

Report Menu

1   If you are calling to report a chemical release or abandoned chemicals such as oil, paint, pesticides, solvents or batteries, please press 1 for the Fire Department **(8660)**

2   To report a business hosing, spilling or washing oil, grease, debris or soapy water into the alley or street, please press 2 for Industrial Waste **(2210)**

3   To report a sewage spill, clogged storm drain or debris from sandblasting in the street, press 3 for Wastewater **(8532)**

4   To report debris from a construction project, such as cement, plaster or soil in the sidewalk or street, please press 4 for Public Works **(8737)**

5   To report water wasting activities, such as hosing down sidewalks, driveways, streets or overwatering landscapes, please press 5 for the Office of Resource Efficiency **(8972)**

6   To report abandoned trash or litter, please press 6 for Solid Waste **(2223)**

7   To report a broken water main, press 7 for Water **(8584)**

8   To report the use of a mechanical leaf blower or other illegal activity, please press 8 for the Police Department **(8491)**

9   To report a vehicle leaking fluid, press 9 for Industrial Waste **(2210)**

Information Menu

1. For information on environmentally-friendly alternative products and pest control methods, please press 1 for Environmental Programs **(2255)**
2. For information on Household and Small Business Hazardous Waste disposal, please press 2 for the Hazardous Waste Collection Facility **(8255)**
3. For information on recycling of paper, plastic, aluminum and glass, and on composting, press 3 for Solid Waste **(5045)**
4. For information on recycling used motor oil, press 4 for Used Oil **(5043)**
5. For information on wastewater disposal guidelines and pollution prevention for businesses, press 5 for Industrial Waste **(2210)**
6. For information on using water and energy efficiently, press 6 for Resource Efficiency **(8972)**
7. For drinking water quality information, press 7 for Water **(8584)**
8. For information on urban runoff pollution prevention, press 8 for the Urban Runoff Program **(8223)**
9. For information on the Sustainable city Program, press 9 for Environmental Programs **(2227)**